



Department of Public Safety Intelligence Process Kaizen Event Report Out

By: the Silo Busters

August 22-26, 2005

Background

Russ Porter

- Overview..



- Opportunity..



Team Members

Sam Knowles

- Terry Cowman, DPS, DCI
- Joe Diaz, DPS, DCI
- Phil Fordyce, Oelwein PD
- Pat Hoye, DPS, ISP
- Mike Huntsman, DPS Intelligence Bureau
- Todd Jones, DPS, DNE
- Bill Kroes, DPS Intelligence Bureau
- Sam Knowles, DPS. Program Svs Bureau
- Steve Maertens, IA National Guard CD
- Kerry Northway, DPS, Intelligence Bureau
- Jerry Ostendorf, HLSEMD
- Steve Ponsetto, DPS, Intelligence Bureau
- Russ Porter, DPS Intelligence Bureau
- Steve Ray, DPS, ISP Communications
- Ray Reynolds, DPS, SFM
- Jim Saunders, DPS, Commissioner's Office

Consultant – Jim Scott, TBM

Consultant – Ken Van Winkle, TBM

Team Leader – Mel Pins, IDNR

Objectives

Joe Diaz, DPS, DCI

- Identify customers and their needs and expectations
- Educating the customer about intelligence led policing
- Increase the participation of the customer in the intelligence process
- Increased accessibility to information for authorized personnel
- Improve the quality and quantity of information processed by the Intelligence Bureau
- Assuring the information and intelligence is getting to the right people at the right time
- Develop a system for measuring the effectiveness of the Intelligence Bureau
- Create a system for categorizing information to facilitate dissemination to appropriate level of customers

Goals

Todd Jones, DPS, DNE

- Increase the number of agencies accessible to LEIN database by 20%
- Increase the number of agencies accessible to LEIN web by 20%
- Increase the number of customers with accessibility to LEIN web by 20%
- Increase the number of online submissions to the LEIN database of information by 20%
- Increase the production of strategic intelligence product by 50%
- Increase the number of intelligence driven investigations by 5
- Increase the submission of informant debriefings:
 - outside agency by 24
 - internal agency to 100%

Kaizen Methodology

Mel Pins, IDNR

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities

Old Process

(Submissions)

Kerry Northway

Current Processes: Submissions; Requests for Information



Old Process

(Requests for Information)

Steve Maertens

- DPS receives request for info
- Right to know / need to know
- Define user needs
- Research resources
- Evaluate data
- Prepare assessment
- Release data

Current Processes: Submissions; Requests for Information



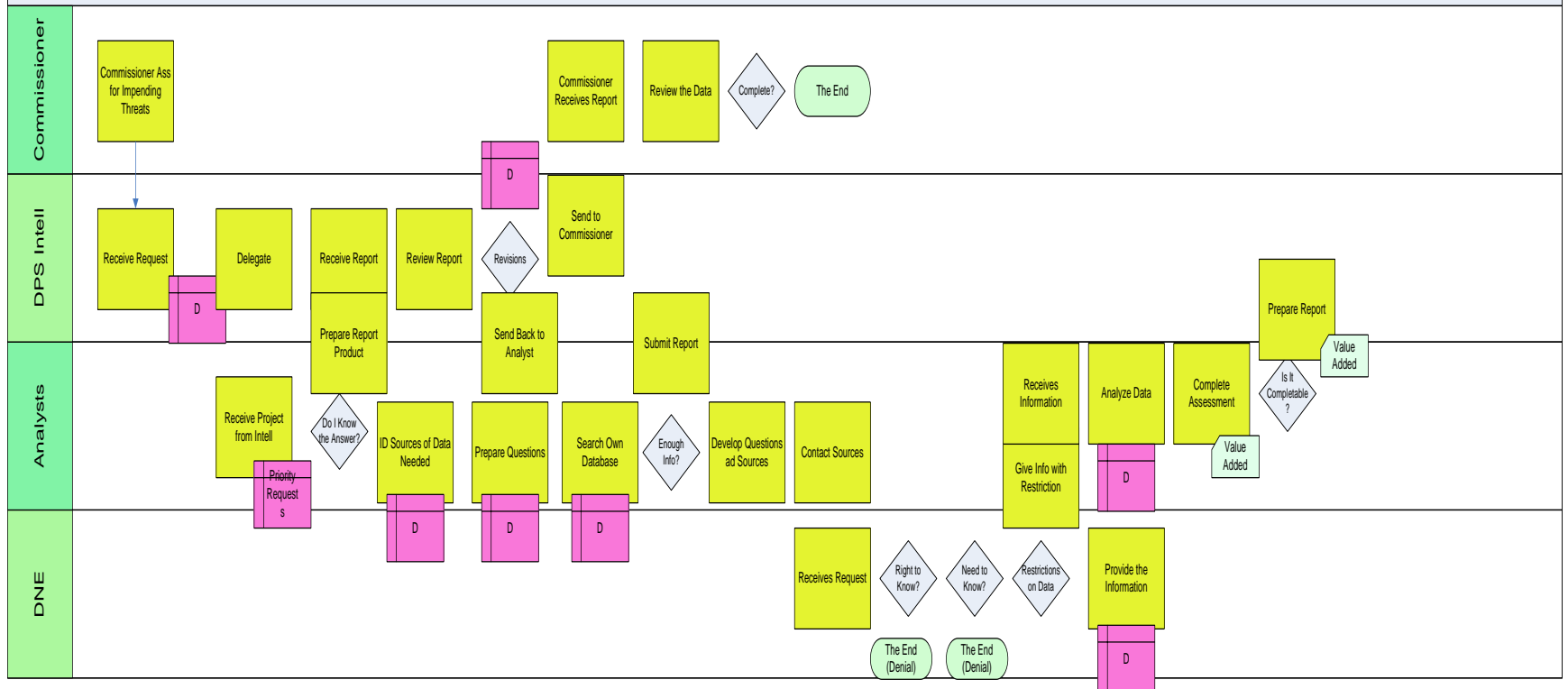
Old Process

(Intelligence Process)

Mike Huntsman, DPS, Intelligence Bureau

Current Intelligence Process

Intelligence Process/Current



Submissions TT Calculation

A stylized illustration of a green alarm clock with a yellow bell on top. The clock face is white with black tick marks and red hands. It sits on a grey, rectangular base with a textured surface.

** Demand is based on historical data collected from 2001 through 2004

Takt Time

Request for Information TT Calculation

Available Time	=	480 min/day
Less Breaks		- 30 “ “
Personal Time		- 20 “ “
<hr/>		
Net Available Time	=	430 min/day
Takt Time	=	<u>NAT</u>
	=	<u>430min/day</u>
Customer demand		18.2/day**
		= 23.6 minutes



** Demand is based on historical data collected from 2004 and 2005 thru 8/15/05

Hot Button Issues

Steve Ponsetto, DPS Intelligence Bureau

- Terrorism
- Meth
- Drug Interdiction
- Organized Crime (criminal enterprises)
- Gang Activity
- Immigration
- Identify Theft
- Cyber Crimes
- Elderly Crime
- Sex Offenders
- Burglary

Deselection Process

Terry Cowman, DPS, DCI

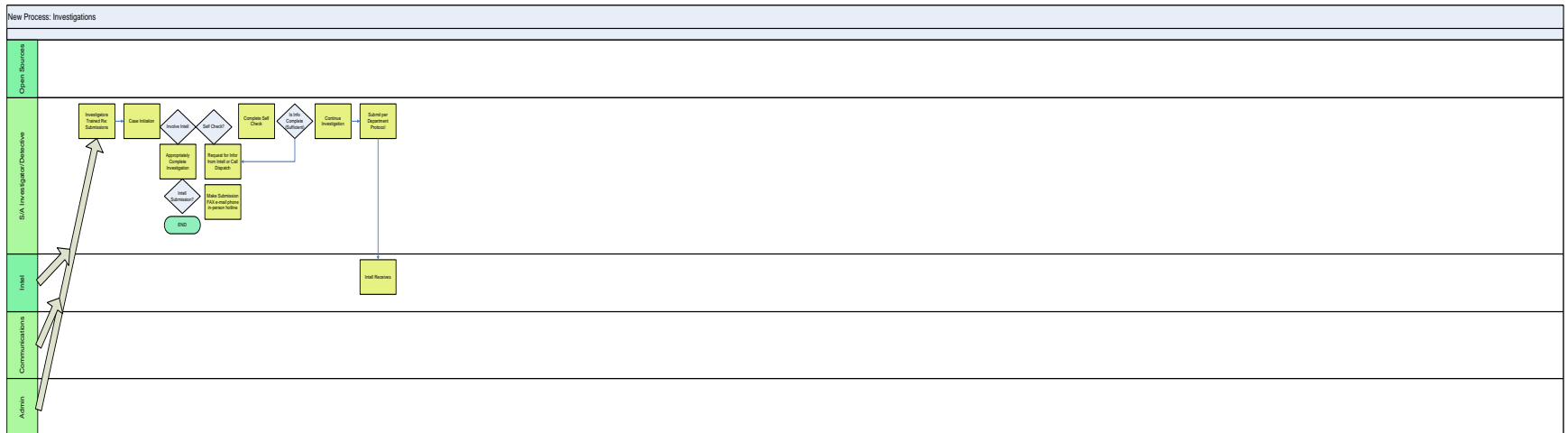
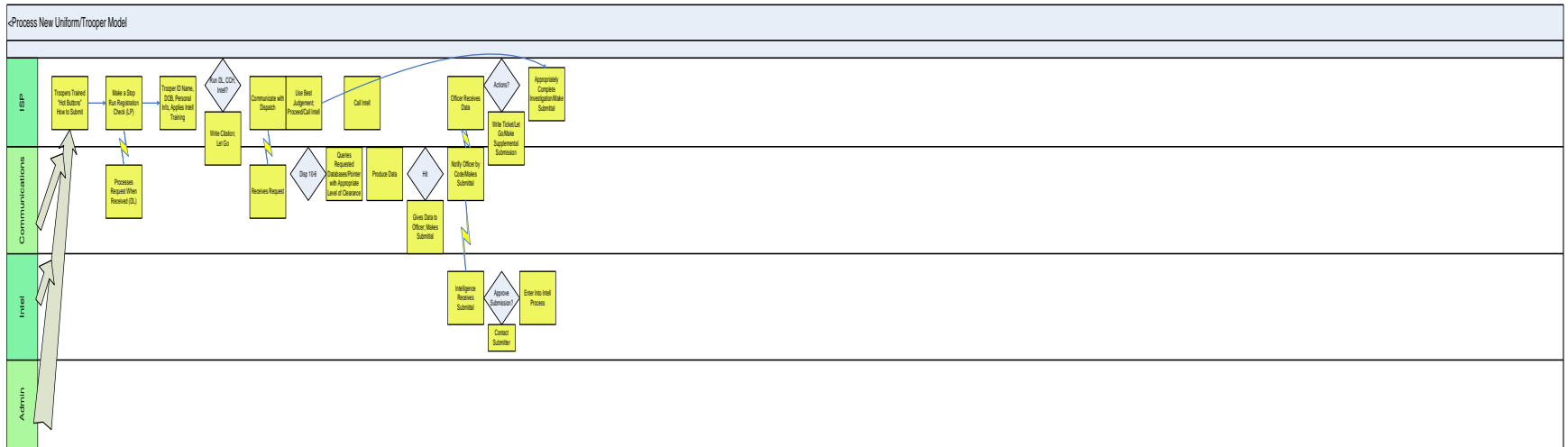
- Subteams identified “wish list” changes/needs
- Prioritized based on difficulty and impact
- Deselection process determines items that will have best opportunity to impact/implement in present

New Process

(Uniform)

Pat Hoyer, ISP

New Processes



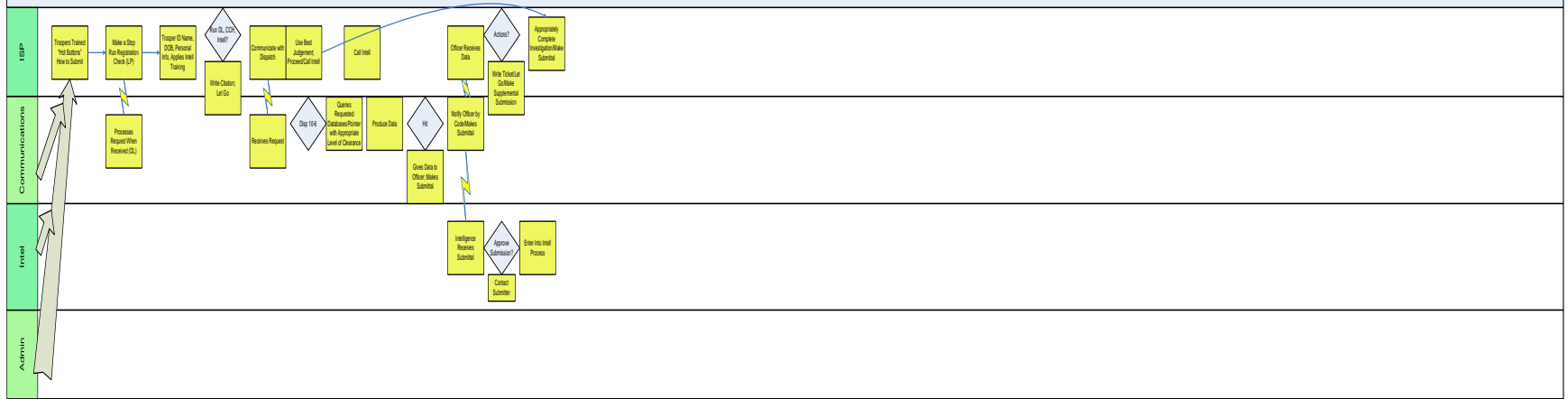
New Process

(Investigation)

Bill Kroes, DPS, Intelligence Bureau

New Processes

Process New Uniform/Trooper Model



New Process: Investigations



Training

Phil Fordyce



- Identify and focus on “hot button” issues
- Consistent training information and presentation from agency to agency
- Sustained, ongoing training
- Training on specific items: legal issues, computer use, report writing, procedures for reporting/call-in

30-Day Homework

Steven Ray



Item	Item Description	Person Responsible	When
1	Dispatcher Role Responsibility (SOPs and Training)	Steve/Pat	8/29/05
2	Dispatcher (Computer Automated Dispatch)	Steve/Pat	8/29/05
3	Improve LEIN Database Frontend	Bill	8/29/05
4	Standard Template for Report Submission by All	Kerry, Mike, Terry	8/29/05
5	Dedicate 3 FTEs to Submission Requests	Russ	8/29/05
6	DOT Communication Option	Todd	8/30/05
7			
8			

Team Member's Experience

Ray Reynolds, SFM

- Hesitation before beginning process; but value soon evident
- Forced us to document that much of the process was “tribal” – unwritten and undocumented
- Awareness of Intelligence Bureau's function and value was brought out
- Good process at “silo busting” (hence the name..), especially within the Department
- Will be challenging to implement; but optimistic/supportive of future with management support
- Someone has to challenge the prevailing winds

Comments

Jim Scott



We welcome your
questions and comments!